


Find contact details


Access the relevant secure messaging directory and search for the provider you are wanting to communicate with. Take note of their contact address.

TIP: copy and paste to reduce error

Create an address book entry

1. Select **Open > Address Book or Ctrl + B**
2. Select **Add a New Record icon**  **r**
Double Click on an existing entry
3. Fill or update the relevant provider details
4. Select **Correspondence** tab
5. Select messaging provider from the drop down box under **Preferred Method of Communication**
6. Enter Messaging Address under **Carrier Identifiers**
7. Select **Include PDF in Letters**
8. Click **Save**

Send a message

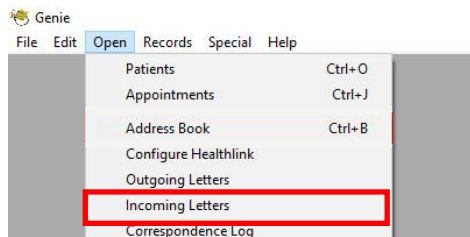
1. Open Patient file
2. From the patient's screen select the **QUILL icon** 
3. If prompted - search for the provider whom will be receiving the letter and click **OK**
4. Once the letter is ready to be sent tick **Reviewed**, **Ready to Send** and **Send via 3rd Party** (the prefers box will automatically populate with the relevant Secure Message delivery vendor)

5. A pop up box will appear - select appropriate boxes and Click **OK**

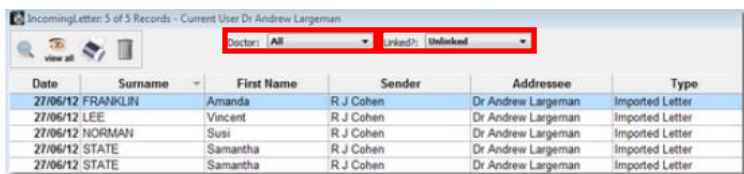
6. Select **Send** to send and save a letter

Checking incoming reports and referrals in Genie

1. Select *Open > Incoming Letters*



2. Select the required *Doctor or All* and *Unlinked Results*



3. Click on report you wish to view

4. Select the required action to link to an existing patient or add new patient as appropriate.

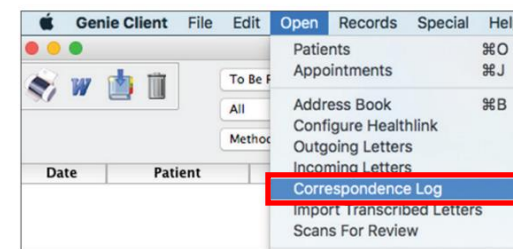


Checking Acknowledgements

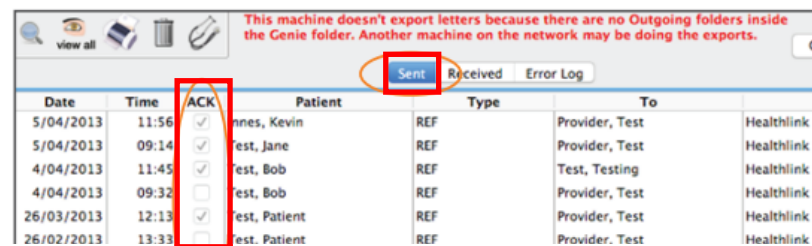
Once you have sent a message, the recipients system should inform you, by way of an acknowledgement to let you know that the message was received successfully.

Note: Genie recommends waiting 24hrs before checking for acknowledgements .

1. Select *Open > Correspondence*



2. Select *Sent* and check *Acknowledgements Column*



For further assistance contact the Sydney North Health Network Digital Health team digitalhealth@snhn.org.au OR 02 9432 8250